



Expect more from healthcare with MedExpert

A PILOT PROGRAM

Navigating through the wealth of healthcare information can be complicated. For every medical situation, there is a most appropriate path of care, but finding and keeping to that path can be a daunting challenge.

Effective immediately, the City of San José will provide benefited full-time and part-time employees, retirees and beneficiaries, and eligible dependents with MedExpert, a new program for medical decision support and patient advocacy services. This new service is part of a pilot program aimed at improving the health and wellness of individuals eligible for a City of San José medical plan. Access to MedExpert will be **free of charge** with no hidden costs.

Delivered intelligently by doctors and using customized reports, MedExpert's medical information and administrative support lets patients align their treating provider's care with medical knowledge as practiced by the best doctors in the world. MedExpert is a fresh and effective approach to realizing true healthcare empowerment.

MedExpert helps you and your loved ones in these key areas:

- Current, accurate, and unbiased information on over 22,000 medical conditions and 16,000 drugs
- Assistance in finding specialists, scheduling appointments, and transferring records
- Discussion of treatment options with MedExpert's physicians
- Help making appropriate medical choices with full disclosure and comparisons
- Help navigating the healthcare system and understanding your specific benefits
- Support for your entire eligible family
- Support by on-staff doctors for wellness and lifestyle changes

MedExpert works in much the same way as your Employee Assistance Program. All personal health information is held strictly confidential and is not shared with the City per HIPAA and State confidentiality laws. You may access MedExpert's services as many times as you need to – there is no limit to the number of times you or your family can call, and of course, utilizing the service is completely voluntary.

And keep in mind, active employees need not currently be enrolled into a medical plan, you must only be eligible to receive medical plan benefits to be eligible for MedExpert service support. Active, benefited employees who have waived medical coverage or who are enrolled in Health-in-Lieu are eligible to receive services from MedExpert. Retirees, beneficiaries, or their dependents must be enrolled in a City-sponsored health plan to be eligible for MedExpert's services.

How to Use MedExpert

MedExpert makes it easy to manage your family's healthcare and navigate the healthcare system.

When you call MedExpert's toll-free number with a medical question, you immediately speak with a human being. This person—one of MedExpert's Medical Information Coordinators—quickly verifies your eligibility, and briefly asks about the medical or administrative issue, then offers to send you a form to enroll in MedExpert's service.

After your enrollment form has been received by MedExpert, you are free to describe your healthcare situation in detail. The MedExpert doctor guides the discussion by asking the right questions, accessing MedExpert's unique technology to determine the appropriate standard of care, and doing what it takes to provide you with the right information you need to make an intelligent healthcare decision.

MedExpert's friendly and helpful staff prepares and transmits any necessary reports, contacts world experts when circumstances warrant additional research, and obtains medical records and test results when appropriate and only when authorized by the patient via a signed HIPAA-compliant approval form. MedExpert can also set up medical appointments with the member's medical provider, if and when you desire.

All you need is MedExpert's phone number and your questions; MedExpert will make everything else simple, sensible, and direct.

Calling MedExpert can ensure that you receive the right medical information first, so you and your family are empowered by having all the facts and knowing that your medical decisions are based on current best-practice care techniques and research.

Call MedExpert at 1 (800) 999-1999

Monday - Friday, 7 a.m. - 7 p.m. Pacific Time